



Report to the Commissioners Area IX Agency on Aging, Flathead County

May 21, 2018

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On the last page are two tables, one for performance measures and one for workload indicators, showing:

FY 2016 actuals

FY 2017 annual targets

FY 2017 actuals

FY 2017 actuals as a percentage of annual targets

FY 2017 actuals as a percentage of FY 2016 actuals

FY 2018 actuals to date

FY 2018 annual targets

FY 2018 actuals as a percentage of FY 2018 annual targets

The general target is 83.33% for FY 2018, July 1, 2017-April 30, 2018, keeping in mind that some numbers will be unevenly distributed throughout the year, some will lag 30-90 days due to subcontractor billing/reporting and some will change during the end of the fiscal year reconciliation process. Additionally, all clients are counted as “new” in July, which results in total client numbers being substantially above the annual target at the beginning of each fiscal year. This effect diminishes as the year progresses. Some information is not yet available and will be reported in future months. Additional detail may be reported in the program sections below. Numbers highlighted in yellow have been revised since the last report.

Data to note:

▪ Meals/Nutrition

- Total meals served continue to be above target for this fiscal year and on pace with actuals for last fiscal year.
- We are in the process of tabulating the annual survey results.

▪ Transportation

- Rides remain 10% above target for the year at 94% due to the addition of the GNP commuter during the summer season and a 6.9% increase in Dial-A-Ride rides over this time last year.
- Overall rides for the month are up by 1, 249 over April of last year.
- Excluding the GNP commuter, rides for the year are now 1, 510 above this time last year.
- Fixed route rides, without the addition of the GNP commuter, now lag only 7.8% due to a substantial decrease in Kalispell city bus rides (mostly on the PM route). This is down from 10.9% last month and a high of 24% in December.
- If last quarter rides for FY 2018 equal the number of rides in the last quarter of FY 2017, we will end the year with approximately 97,000 rides. If last quarter rides for FY 2018 equal the average of FY 2018 third quarter rides, we will end the year with approximately 100,000

rides. Either scenario results in a record number of rides (previously set in FY 2014 at 94,535).

▪ **Information/Referral and Assistance**

- At 91% of our annual target, we continue to experience a high volume of client calls and requests for assistance, due to an increase in demand for our services as well as state funding cuts to other providers, leaving clients with fewer avenues for assistance. We continue to revise processes and procedures to achieve greater efficiency but remain limited by the size of our staff and our own budget constraints.

▪ **Independent Living Services**

- We resolved our client enrollment issues but will continue to be below target for the number of people served and the number of units of service provided for the year as we are managing the 2.5% cut in state funding for the current fiscal year by freezing IL services. We continue to anticipate managing potential cuts in FY 2019 (now expected to be 2/5%) through attrition rather than any suspension of services.
- The annual IL survey went out to 81 clients in April. Results will be available in next month's report.

AOA Administration

Budget and Contracts

- Staff participated in the Commissioner review of the FY 2019 county budget on 4/3/18.
- Staff completed and submitted amendments to the FY 2018 DPHHS contract budget to reflect a 2.5% cut in state general funds for FY 2018. We still do not have firm budget allocations for FY 2019 (state or federal funding) but have been told to expect a 2.5% cut in state general funds (calculated based on the original budget for the biennium, not from the 2.5% reduction in FY 2018) and an as yet undetermined increase in federal funds based on the federal FY 2018 budget recently passed by Congress.
- Commissioners signed the new BEC grant contract (effective Jan-Dec 2018) and it has been submitted to DPHHS.

Building

- Punch list update:
 - Outdoor sign
 - The sign was not installed correctly to allow for the brick surround.
 - The top metal panel is warped.
 - Some of the silver lettering is press on stickers, and they are beginning to peel off.
 - The drywall cracks in the dining room and AOA suite have been repaired.
 - The lobby ceiling has been repainted but it is still not acceptable.
 - The small kitchen freezer is working well, but we are still waiting for additional information about possible system upgrades that could eliminate the remaining problems related to the defrost cycle.
 - We plan to monitor the temperature in the dry storage area in the summer as modifications were made too late in the season to know if they were effective in reducing temperatures.

HR/Staff Development

- We have three open positions: Assistant Director (1.0 FTE), Cook (.875 FTE) and Bus Driver (.75 FTE)

- We recently filled four positions: two Resource Specialists (2.0 FTEs), Kitchen Assistant (.75 FTE) and Bus Driver (.75 FTE).
- Our long-time dining room site manager for AOA, Carol Collins, is retiring at the end of May. We will miss her!
- Four staff completed NCCDP Certified Dementia Practitioner training on 4/13/18.
- We're exploring opportunities to collaborate and partner on staff training and development with the Health Department.

State/Federal/Legislative Issues

- M4A
 - Lisa attended the quarterly meeting April 25-26 in Helena.
 - The M4A President resigned his position this month. As the current Vice-President, Lisa will assume the role of President until the annual elections in October.
- As reported last month, Congress passed and the President signed a budget bill though the end of the current federal fiscal year (September 30, 2018) that includes increases for Older Americans Act services. We still don't know how the increases will affect us as Montana is a minimally funded state. We will monitor budget efforts for the federal fiscal year beginning October 1, 2018.

AOA Advisory Council

- The Advisory Council met on May 10, 2018.
- Lind Hunt presented on online higher education options through Pacific University for health and gerontology professionals. Other topics included budget updates, details about July 1 changes to Eagle Transit services, staff changes and upcoming events.

Outreach/Education/Media

Note: Transportation related outreach is noted in the Eagle Transit section below.

- 4/9/18, monthly KGEZ interview, 11,000
- 4/11/18, presentation to Canvas Church senior group, 40
- 4/13/18, provided brochures on VDHCB program for Veterans' Services Provider meeting, 20
- 4/23/18, Daily Inter Lake article, Monday Profile on Ruth Pomeroy, "A spirit of service," 15,000
- 4/24/18, Medicare 101 class, 12
- 4/25/18, presentation on BEC to Veterans' Food Pantry staff, 4
- Promotion of AOA Advisory Council meeting in Daily Inter Lake and on county website, 17,000

Age-Friendly Flathead

- The Steering Committee met on 4/19/18.

Eagle Transit

- Montana Department of Transportation (MDT):
 - 5-Year Transportation Development Planning Grant – July 1st changes
 - Transportation Manager Dale Novak, Lisa and Planning Committee Chair, Chuck Wilhoit met with staff from the cities of Kalispell (4/23), Whitefish (5/1) and Columbia Falls (5/1) to inform them about the July 1st changes and how they will impact city residents.
 - Committee members will follow-up with city staff after July 1st to discuss other issues related to the 5-year plan.

- Eagle staff are in the process of personally contacting all Dial-A-Ride riders in the Evergreen area to inform them of the upcoming changes to their service.
- Dale is working with DPHHS staff to inform contracted riders who will no longer be included in the service area.
- Dale is working with Sherry Stevens at United Way to prepare for new bus entrance/exits at Gateway Community Center (which will be the new transfer stop starting July 1).
- Staff continue to work with the City of Kalispell regarding permitting and installation of bus stop signs.
- Staff have developed an outreach plan to educate the public about the July 1 changes, including radio and TV interviews, print media articles, fliers on buses and posted in strategic locations (primarily in Kalispell) and promotion of two public information meetings at Gateway Community Center (Tuesday June 12th at 11:00 am and Wednesday June 20th at 4:00 pm).
- The 3rd quarter report was submitted in April and corresponding desk review completed this month.
- Outreach/Education/Media/Special Events:
 - The KPAX commercial continues to run on the CW and on Channel 8 KAJ (CBS morning show, The Price is Right and Jeopardy/Wheel of Fortune.
 - As required by federal regulations, a monthly ad ran in the Daily Inter Lake on 4/18/18.
 - The 4/5/18 Tac meeting was promoted in the Daily Inter Lake, on the county website
 - The new GNP summer commuter schedule was posted on the Eagle website
- Operations:
 - Overtime expenditures are under budget, but we continue to rely heavily on contracted employees to fill shifts due to vacant positions and drivers on extended leave.
 - Vehicle maintenance costs are at 103% at the end of April. We are looking at rental/leasing options in lieu of making costly repairs to older/high mileage buses to hold us over until we receive new buses that are scheduled to arrive shortly.
- Transportation Advisory Committee (TAC)
 - The next meeting is scheduled for June 7, 2018.
- Glacier National Park
 - We have made arrangements to dispose of the Optimas. We are selling two buses to the airport, and the rest for scrap.
 - The summer GNP commuter bus
 - Will run July 1st -September 3rd , 7 days per week for \$5 roundtrip (\$3 on-way)
 - Bus provided by Eagle Transit; driver and fuel paid by GNP
 - All rides count for MDT reporting purposes
 - New this year:
 - An additional run each day (3 total)
 - Stop in Whitefish as well as Columbia Falls
 - Riders will be able to stay on the bus all the way to Avalanche, bypassing the shuttle lines at Apgar

Nutrition

- The Older Americans' Picnic is coming up on Friday, June 15th at the Expo building at the Fairgrounds. Commissioners are invited! Doors open at 10:00, lunch is served from 11:30-1:00, with

a short program at about 12:15. The theme this year is “Gathering Together with Friends – A Salute to Senior Centers!” Each of the centers will have displays of their activities and will talk briefly about what they have to offer as part of the program.

- We are in the process of tabulating the responses from the annual survey.
- The Flathead County Animal Shelter donated 150 pounds of pet food for senior clients to take for their pets.
- We continue to average around 90 diners per day at AOA.
- We have been able to secure additional commodities because of our storage capacity, which in turn has lowered our food costs.

I & R/Assistance/Ombudsman/Independent Living Services

- The annual survey went out in April. Responses were due May 18th. Results will be presented in next month's report.
- Independent Living Services: We continue to have a waiting list for all services and plan to implement a sliding fee scale at the beginning of FY 2019.
 - In preparation for implementing the sliding fee scale, we looked at income levels for those currently receiving service:
 - 30% live at or below poverty
 - 100% poverty is an annual income of \$12,140 for one, \$16,460 for two
 - 47% live between 101-150% of poverty
 - 150% is annual income of \$18,210 for one and \$24,690 for two
 - 12% live between 151-200% of poverty
 - 200% is \$24,280 for one and \$32,920 for two
 - 11% live at or above 200% of poverty
- We are receiving referrals from the VA for the Veteran-Directed Home and Community-Based Services Program – eight (8) to date.

RSVP

- Grant update: We submitted the final FFR and hope to receive confirmation of final grant close-out shortly.

Senior Mobile Home Repair

- The Advisory Board met on 5/9/18. The next meeting will be June 13, 2018 at 10:00 am at Flathead Electric.
- Five (5) projects were completed; 19 are in progress; 3 need assessment; 22 are on the waiting list.

Senior Centers - A primary AOA focus is outreach to area Senior Centers to build relationships, extend support, and explore new opportunities for partnership.

- We continue to look at options for a new building for the Bigfork Community Center, including pursuing a CDBG planning grant to complete a PAR as a necessary first step in potentially applying for a CDBG project grant. Whitney and Lisa met with the Bigfork Board on 5/10/18.
- The North Valley Senior Center has completed additional improvements to their building at their expense, including new flooring, kitchen cabinets/counters, inside storage and enclosing the side entry ramp. They held a successful Open House on May 5/11/18.
- A new building is being constructed next door to the Whitefish Community Center that will likely cause them to need a new gutter system on that side of the building.

May 2018 Report: Performance Measures Tables - April 2018 stats (FY 2018)

83.33%

MEASURE	FY 2016 Actuals	FY 2017 Target	FY 2017 Actuals	FY 2017 % of Target	FY 2017 as % FY 2016	Apr	Total Last Report	Total/Avg. to Date	FY 2018 Target	% Target
# Receiving Independent Living Services	447	400	178	45%	40%	0	108	108	233	46%
# Receiving Meals on Wheels	471	450	470	104%	100%	5	346	351	465	75%
# Seniors Receiving Congregate Meals	867	980	1,785	182%	206%	80	1,193	1,273	1,000	127%
# Eagle Transit DAR Unduplicated Riders	502	500	401	80%	80%	8	312	320	500	64%
% of Service Recipients at Moderate to High Risk of Institutionalization	94%	88%	89%	101%	95%	89%	89%	89%	88%	101%
Per Meal Cost of Nutrition Services	\$6.30	\$6.50	\$6.89	106%	109%	\$5.98	\$6.02	\$5.98	\$6.75	89%
% Overall Satisfaction with AOA Services from Annual Survey	N = 98%, IL = 95%	95%	N=99% IL-96%	100%	100%	N/A	0%	N/A	95%	
Maximum annual number of transportation complaints	27	36	30	83%	111%	not yet available	8	8	36	22%
WORKLOAD INDICATOR	FY 2016 Actuals	FY 2017 Target	FY 2017 Actuals	FY 2017 % of Target	FY 17 as % FY 16	Apr	Total Last Report	Total/Avg. to Date	FY 2018 Target	% Target
Outreach/Education/Media						Apr				
Public Outreach/Education/Media Efforts	153	120	123	103%	80%	7	91	98	120	82%
Nutrition						Apr				
Total Meals	78,541	82,000	82,428	101%	105%	6,756	60,659	67,415	79,000	85%
MOW	49,283		49,695	N/A	N/A	3,893	35,675	39,568		
Congregate	29,258		32,733	N/A	N/A	2,863	24,984	27,847		
Nutritional Assessments Conducted	1,451	1,550	2,424	156%	167%	107	1442	1,549	1,550	100%
Transportation						Apr				
Total Ride Count	91,196	94,000	85,305	91%	94%	8,016	76,552	84,568	90,000	94%
Dial-A-Ride Count	30,644	31,020	30,025	97%	98%	2,735	23,602	26,337	30,000	88%
City, Commuter and Other Ride Count	60,552	62,980	55,280	88%	91%	5,281	52,950	58,231	60,000	97%
Eagle Transit Outreach/Special Events	8	10	40	400%	500%	4	28	32	15	213%
Information and Referral/Assistance						Apr				
Info and Referral/Assistance Contacts	19,586	18,000	17,523	97%	89%	1,890	14,533	16,423	18,000	91%
Independent Living			38%			Mar				69%
Homemaker Units of Service	1,616	3,333	784	24%	49%	208	1168	1,376	2,500	55%
Escorted Transportation Units of Service	1,548	2,186	792	36%	51%	213	1468	1,681	1,739	97%
Respite Units of Service	2,600	3,315	992	30%	38%	182	1480	1,662	2,468	67%
Community Support/Senior Companion Units of Service	1,322	1,090	1,060	97%	80%	114	870	984	1,353	73%
Personal Care Units of Service	1,150	465	358	77%	31%	25	148	173	435	40%
Benefits Counseling						Apr				
Benefits Counseling Hours of Service	N/A	N/A	600	N/A	N/A	30	401	431	450	96%
Ombudsman						Apr				
Ombudsman consults/cases opened	1454	1,100	1,034	94%	71%	100	888	988	1,100	90%